

# OnBase®

a Hyland Software solution

REALSOLUTIONS  
COUNTY GOVERNMENT



## SEDGWICK COUNTY, KANSAS

### COUNTYWIDE SOLUTION CONNECTS DEPARTMENTS AND IMPROVES PRODUCTIVITY

Sedgwick County is located in south central Kansas, encompassing an area of 1,008 square miles. The county is home to 470,895 people and a number of industries, the most noted of which are aviation-related and have earned its largest city, Wichita, the title of "Air Capital of the World." It is also the birthplace of Rent-a-Center, Beechcraft, Cessna, the Coleman Company, Koch Industries, Learjet and Pizza Hut, among others.

Beginning in 1997, several departments in this vibrant county began looking for a solution to get rid of paper all over the county. After sending out a request for information (RFI) and viewing demonstrations from several companies, Sedgwick County chose an OnBase solution in 1998. Developed by Hyland Software, OnBase is an integrated suite of enterprise content management (ECM) software solutions, including core capabilities in document imaging, electronic document management, workflow, COL/ERM and records management.

With an enterprise vision in mind, Sedgwick County uses OnBase as a document management and workflow standard countywide. The county has implemented OnBase in 14 departments that use OnBase in daily processes and another 10 that access data from them. With about 500 users, the solution includes departments ranging from the Sheriff's Office, County Clerk and District Attorney to the Election Office, Mental Health Services and Criminal Justice System.

### PUBLIC ACCESS VIA THE WEB IMPROVES PRODUCTIVITY

The County Clerk, Treasurer and Appraiser's Office began the rollout, and Sedgwick County's solution has exponentially expanded since then. In one such expansion, the county added election documents, such as campaign expense reports and voter registrations, to its OnBase solution. "We get hundreds of requests for election information," says Rick Nuss, application manager. "The Election Office Commissioner wanted us to deploy the easiest way possible for his staff to find data so we used elections as a trial for the OnBase Web Server. The Election Office scans documents directly into OnBase, and then the public can perform their own OnBase searches via the Web."

To perform a search for public record election documents, an inquirer simply visits the Election Office on the Web ([http://www.sedgwickcounty.org/elections/Expenditure\\_Report.htm](http://www.sedgwickcounty.org/elections/Expenditure_Report.htm)) and clicks on the kind of election document they would like to search for from the home page. They are presented with a four-step OnBase tutorial and agree to the state's regulation for use of the information (i.e., not using it for sales purposes).

They are then taken to an OnBase Web Server page and click "Login." They are automatically presented with a list of Election Office document types and upon selecting one, need only enter a keyword, such as election year, name or report date — all of which have drop-down box choices — and hit enter. The inquirer is then presented with a matching document or list of matching documents. The public has access only to specific types of OnBase documents limited to Election Office public records and cannot see that any other documents even exist. This protects document security and ensures the public sees only information they are authorized to see.

By allowing the public to do their own searches, the Election Office reduces the number of requests for documents and can direct constituents to the self-service portal. In addition, staff access documents easily from any location.

### MEDICAL INFORMATION INTEGRATION IMPROVES CONSTITUENT SERVICE

In another OnBase solution, the Health Department uses OnBase for medical records. Health Department staff used to photocopy medical cards and store the paper copy, which the Billing Department also needed to access. By replacing photocopying with OnBase Front Office Scanning (FOS), records are stored electronically and accessed directly within the medical record application. With FOS, users scan the card with desktop scanners at their workstations, eliminating repetitive trips to the copier machine.

#### AT A GLANCE

Sedgwick County, Kan., home to the city of Wichita, creates a central repository of information and documents that is scalable countywide and beyond. The solution joins up government departments, connects disparate systems and improves constituent service with greater access to content.

#### BENEFITS

- Improves information sharing across the county
- Reduces requests for election documents with public access to records via the Web
- Allows departments to communicate easier without having to search or send for needed documents
- Provides a complete view of each case for the Appraiser's Office
- Virtually eliminates the potential for damaged, misfiled or lost documents
- Avoids potential bottlenecks with simultaneous access to documents
- Reduces dependence on paper
- Protects confidential information with varying levels of document access depending on the user's needs and role
- Provides secure, simple access to medical records through application integration
- Speeds COMCARE billing with electronic access to information

#### APPLICATION

- Countywide

#### COMPLEMENTARY PRODUCT INTEGRATIONS

- Akesis Development Group, Inc. PsychConsult®
- Fujitsu Computer Products of America document scanners

(continued)

"The Billing Department loves that the medical cards are in OnBase because they can pull the record right from their desks, and bills can be quickly compiled without having to pull up a paper file," says Nuss.

In Mental Health Services, known as COMCARE in Sedgwick County, the department has entered all medical records, including its backfiled records, into OnBase. By eliminating paper and retrieving documents electronically, users no longer need to send requests to doctors to find current prescriptions. The department has also integrated with Akesis Development Group, Inc.'s PsychConsult® application.

Users in various positions, whether a doctor, counselor or front desk clerk, can pull up varying levels of patient information from within the PsychConsult application. If a doctor clicks on a screen s/he is working in, OnBase will work in the background to pull up a full view of a patient's information, including confidential information that only the doctor may have rights to see. The information may also change depending on the screen in which the doctor is working and what patient documents are relevant to that screen.

However, if a front desk clerk retrieves information, that user would only see the name and confirm whether or not the patient has insurance. A counselor may have mid-level rights, accessing a release from an alcohol treatment center, but not full medical information. OnBase maintains security present in PsychConsult and ensures that users see only information they are authorized to view, protecting patient information and staying in compliance with rules and regulations.

Not only can COMCARE access documents through PsychConsult, but Family and Children Services and the homeless division of COMCARE can also retrieve needed OnBase information through the integration. The Criminal Justice System also uses OnBase to store criminal medical records.

#### ECM FEATURES ENHANCE SOLUTION

Requiring quicker access to documents needed for research, especially when dealing with appeals of

appraised values and state board hearings, one of the first implementations was in the Appraiser's Office. When users in the Appraiser's Office scan in documents (presented by either the taxpayer or the county), OnBase automatically prompts them to import the documents directly into OnBase. Every document presented at any hearing in the last ten years is retrievable in OnBase.

Because the documents are stored securely in OnBase, they do not have the potential to be damaged, misfiled or lost as they do when stored on paper, and they are easily retrieved within seconds with a simple document search. Users are sure they have a complete view of each case without hunting and searching for any documents and can be fully prepared when presenting their cases.

When preparing documents, the Appraiser's Office uses OnBase Electronic Document Management (EDM) Services. EDM Services controls and tracks the modification of documents stored in OnBase through revisions and versions. With a seamless integration with Microsoft® Office, users save their work from Office right into OnBase by simply selecting "OnBase" in the Menu Bar. Users also have the option of dragging and dropping multiple

documents into OnBase to quickly index and import them.

Full-text indexing is another tool that makes OnBase more convenient than paper. It allows the Legal Department and the County Clerk to search the entire text of a group of documents for specific words or phrases. The Legal Department uses it to find commonalities in contracts, enabling them to refer to contracts that may be similar to ones they are currently working with or to research how they have dealt with previous issues around a type of contract. The County Clerk uses it to find similar resolutions that have been made in the past. For example, a user might search for all documents that refer to a specific contract or resolution.

The Tax Group, which includes the Treasurer and Register of Deeds along with the Appraiser's Office, uses enterprise report management to import the

county's tax information into OnBase. The tax roll, tax statements, evaluation notices and other content are accessible in OnBase so that all the departments that need to verify and certify the information can easily pull it up and view it. More than one user can view a document simultaneously, avoiding the potential bottleneck of needed information stalling on a single person's desk or e-mail.

#### SOLUTION LAYS FOUNDATION FOR FUTURE PLANS

In conjunction with Authorized OnBase Solution Provider Cutting Edge Solutions, Sedgwick County is continuing to expand its solution. In the near future, the county will integrate with its SAP® solution so that departments countywide will be able to pull up related OnBase documents while working with the SAP solution. As the Tax Group installs new applications to move away from mainframes, that system will also be integrated with OnBase.

Sedgwick County is also aiming to expand beyond the county level of government to form a more joined-up government. The county would like to import images from cities within the county, and ideally get them on their own OnBase solutions, easing information sharing. The District Attorney is currently able to send OnBase documents via CDs and plans to provide electronic copies of disclosures to defendants and attorneys.

"The benefit of OnBase is that we have hands-on, immediate access to documents. We save on storage costs as we send many fewer documents into our physical storage space, and we share data countywide," says Nuss. "By working with Cutting Edge Solutions, we have a list of projects to implement. We are able to answer our clients' needs, and when they ask if a project or idea is possible, we can say yes."

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***- Rick Nuss  
Application Manager***

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